

Assessing Your Performance Measures

1. How would you rate the organizations' performance based on these measures?

- a. Can you tell whether it's doing well or not?
- b. Are you able to **tell the story** with this information?
- c. What is appealing or useful about this information?

2. How is this information used?

- a. Who is the intended audience for this measure?
- b. Do you review it regularly? Does your management team?
- c. Who else uses this information? Would it be useful for customer, authorizer, and/or public consumption? Why or why not? What kind of information does that audience need?
- d. Do your employees know where to find this? Even if they do, would they go look at it? Why or why not?

3. How do you compare to others?

- a. Where could you look for examples of good performance reports? Who does a good job of measuring and reporting, in your field? Who does a good job within your own organization?
- b. What data are you missing? Why? What would it take to get it – and is it worth it?
- c. In what areas of your performance management system (any of the points above) would you most like to see improvement?

4. Do these measures help you make your case?

- Can you sketch out the logic model – do you know where your link is in the chain? How about your employees, your partners, your authorizers – do they understand how your activities contribute to the bigger picture goals?
- Is this information used to inform resource allocation decisions, or other financial decisions? How direct is the link between this information and financial decisions?
- If you were the central budget office and you saw this report, would you invest more or reduce the budget? Why?
- How well connected to day-to-day operations is this information? To team and individual performance expectations? Can it help you motivate your employees?